



MINUTES
Rate Structure Work Group Meeting
Tuesday, May 17, 2022 / 10:00AM - 12:00PM
Held via: Zoom Webinar

Attendance: Sandy Feroz BDS Facilitator; Jenn Doig BDS Facilitator; Christy Roy BDS Facilitator; Alecia Ortiz A&M; Drew Smith A&M; Cynthia Mahar ED Community Crossroads; Ellen McCahon ED CSNI; Erin Hall SD Brain Injury Association; Jacquelyn George Myers & Stauffer; Kara Nickulas ED of Community Programs Crotched Mountain; Kim Shottes ED Plus Company; Krista Stephani Myers & Stauffer; Larry Linden Easter Seals; Lesley Beerends Myers & Stauffer; Martin McNamara Optumas; Matthew Cordaro One Sky; Shelley Kelleher CFO Lakes Region Community Services; Sudip Adhikari Gateways

Please reference the corresponding slide presentation for the detailed agenda, including topics and themes covered in the meeting and corresponding takeaways and applicable action items.

Topic	Key Takeaways & Action Items
<p style="text-align: center;">Goals for Meeting</p>	<p><u>Overview</u></p> <ul style="list-style-type: none"> • Review general cost report revisions, based on discussion on 5/6 • Continue review of schedules and services discussed on 5/6 • Begin discussing Staffed Residential Services • Logistics for cost report feedback and revisions • Myers and Stauffer (MSLC) related to the Work Group that the MSLC team will meet with the DAADS Work Group to ensure accurate representation of the DAADS functions on the cost report.
<p style="text-align: center;">General Cost Report Revisions</p>	<p><u>Overview</u></p> <ul style="list-style-type: none"> • Telehealth terminology was revised throughout the cost report. • MSLC changed terminology from onsite supervision to face-to-face supervision • Addition of notes section on each tab for Work Group members to add questions/comments/feedback • Added average number of hours worked in a week within the Productivity tab • Updated general instructions to worksheets as well as line specific instructions, per Work Group Members' request • As a reminder, for service specific-worksheets to appear, you must select the service on the "Services tab." This will activate and unhide columns and tabs.

**Discuss
Service
Specific
Worksheets in
Cost Report**

Overview

- MSLC re-reviewed sections of the cost report pertaining to productivity Day Habilitation (Day Hab), Community Support Services (CSS), and Supported Employment (SEP), that were previously review on 5/6.
- MSLC also covered new services including: Staffed Residences and Enhanced Family Care (EFC).
- MSLC made updates based on feedback obtained on 5/6.

Work Group Discussion- Productivity

- As noted above, MSLC added average hours worked in a week, per feedback from the Work Group on 5/6.
- MSLC also divided tasks into sub-groups per a suggestion on 5/6 to categorize tasks; MSLC did this, but they did ask for additional feedback from the group to ensure the terminology used would be understood by providers in New Hampshire.
 - Some of the tasked on the productivity tab do not apply to service provisioning and some are what a provider does as “billable time.” MSLC is discussing with the Department if it is more “user friendly” to put a productivity section within each specific service worksheet, instead of having it as a standalone tab.
 - Work Group members expressed support for this as they believed this would make productivity tasks easier to fill out for providers.
 - A Work Group member also suggested the tasks to include on the productivity section should come from the Department as each Area Agency and private provider agency (vendor) may do this differently. It would be important to set clear expectations. MSLC indicated they were discussing this with the Department and that established standards would be shared with the Work Group.
 - As a result of moving productivity to each service specific worksheet, questions on the current productivity tab relative to transportation will also move to each service tab, if applicable.

Work Group Discussion- Day Hab

- No additional revisions beyond those that were made as a result of general revisions were made to the Day Hab tab since the last Work Group meeting on 5/6.
- Again, productivity and transportation will be added to Day Hab tab (see above section related to productivity).
- A Work Group member asked if MSLC wants providers to break Day Hab costs into participant-directed managed services (PDMS) and traditional service delivery.
 - MSLC Response: MSLC is discussing this with the budget to determine how best to capture PDMS costs, if necessary.

Depending on how feasible it is for a provider to allocate costs across PDMS and traditional service delivery, it may be easier for providers to simply report costs on one column as the important thing is to obtain information on the service itself. If a provider was unable to allocate costs across PDMS and traditional service delivery, it is requested for the provider to leave a note in the cost report to that effect.

Work Group Discussion- CSS

- The same general changes as discussed above were made to the CSS tab; again, productivity and transportation will be added to this tab in a future version.
- The same issue related to PDMS and traditional service delivery as discussed for Day Hab also applies to CSS.
- The impact of COVID-19 was discussed; MSLC will consider COVID-19 impacts when looking at wages and benefits, but for the cost report, MSLC will only be seeking recent data.
- No additional Work Group feedback on CSS was noted in this meeting.

Work Group Discussion- SEP

- The same general changes as discussed above were made to the SEP tab; again, productivity and transportation will be added to this tab in a future version.
- There was a discussion between MSLC and Work Group members regarding staff titles for SEP.
 - A job coach for the purposes of SEP is considered as a direct support professional (DSP).
 - A Work Group member indicated that everyone in their organization is considered a DSP, and that they all have the same title. Because of this, it may be difficult to distinguish job titles.
 - MSLC indicated that it would be ok to have one line item for all staff; in this case, the provider would indicate hours across the services which have been selected by the provider. However, the provider would not be able to differentiate educational requirements out; though a provider could separate DSPs into multiple line items, based on education.
 - The only worksheets that do not allow a provider to select DSP as a valid job title are case management, respite, and specialty services. Otherwise DSPs can be chosen for multiple services, if needed.
- MSLC will include detailed instructions and some examples for training, related to how to separate and categorize DSPs into one or multiple lines.

Work Group Discussion- Staffed Residential Services

- Based on discussions with the Department, MSLC has divided residential services into three different groups. One of these groups is staffed residential services.
- This tab includes home sizes as MSLC is attempting to obtain information under each of these different home size options.
 - When a provider allocates time across different home sizes on this tab, there is conditional formatting that will display showing the provider they have an error which needs to be corrected.
- A Work Group member discussed how some residential staff provide Day Hab services and asked for clarification on where to allocate those costs.
 - MSLC Response: These costs should be captured on the tab which corresponds to the service being provided. In the scenario above, these costs should be captured on the Day Hab tab.
- Staffing ratios being sought on the Staffed Residential Services tab should be provided as averages.
- For questions related to square footage, providers should indicate square footage which is dedicated to direct staff sleeping areas, office space that is separate from the individual's living space, etc. This information will help determine a percentage that is not room and board.
 - In instances where a provider owns multiple 2-3 person homes, the easiest way to allocate square footage is to enter a total. The instructions will provide this kind of information as a resource for providers.

Work Group Discussion- EFC

- Similar questions as those discussed for Staffed Residential are included on the EFC tab; with some deviation including for the following:
 - Stipends, especially when paid to two or more providers;
 - A column to report PDMS;
 - Average number of hours per day where the family caregiver is providing hands-on care for individuals in the home. This question will be needed to determine how to develop a rate for EFC.
 - Work Group Member feedback on this question indicates that this may be difficult to obtain, and is very dependent on how the Group defines "hands-on." MSLC indicated that wording will need to be refined, but that they are interested in differentiating between someone who is relatively self-sufficient from someone who needs 24/7 supervision.
 - Work Group Members provided some suggestions for how to clarify this question including asking for average number of alone time, creating "bands" to determine individuals who need "low," "medium," or "high" supervision.

	<ul style="list-style-type: none"> ▪ This discussion will be continued with Department staff to determine the best terminology for the purposes of the cost report. • For services provided overnight, there is a question to capture this information. There is also a section to indicate if additional staff provide services, above those provided by the home care provider. • Currently, providers build in respite and home care provider vacations in an individuals' budget. In the future state, a provider will bill respite for "respite services" and EFC when EFC is provided. <ul style="list-style-type: none"> ○ This point generated discussion regarding vendors' and AAs' ability to break out stipend costs (EFC v. respite), because of how budgets are built today. These topics were discussed with the Work Group and will be further discussed between MSLC and the Department to determine how best to structure the cost report to capture this type of information. • The Work Group Members also discussed the employees listed on the direct support tab. For EFC, there may be a need to adjust the list to provide clarity. MSLC will review and provide revisions for the Group's consideration.
Next Steps	<ul style="list-style-type: none"> • MSLC is noting feedback and suggested revisions provided today. • It is anticipated a revised cot report will be provided to Work Group members the week of 5/23. <ul style="list-style-type: none"> ○ This version will include all feedback from the Work Group meetings held the week of 5/16. • Feedback is encouraged between Work Groups, this will help MSLC refine the cost report as quickly as possible. • MSLC is working with the Department to schedule additional Rate Work Group meetings over the coming weeks.